



Comments to the Board

Table of Contents

May 18, 2023 Board Meeting

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Correspondence with Elected/Government Officials

- None

Correspondence with Stakeholders

- April 20, 2023 – [Feedback about the Navigator program](#)
- April 20, 2023 – [California Black Health Network Public Comment for April Board Hearing Regarding the Navigator Grant Program](#)
- April 21, 2023 – [Comment on Navigator Grant for 4/21 Board meeting](#)

[EXTERNAL] Fwd: Feedback about the Navigator program

Amanda Yang <ayang@hchcla.org>

Thu 4/20/2023 11:02 AM

To: BoardComments (CoveredCA) <BoardComments@covered.ca.gov>

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Re-send.

Amanda Yang - Client Service Director

Herald Christian Health Center

3401 Aerojet Ave,

El Monte CA 91731

(626) 286-8700 ext. 1221

----- Forwarded message -----

From: **Amanda Yang** <ayang@hchcla.org>

Date: Thu, Apr 20, 2023 at 10:57 AM

Subject: Feedback about the Navigator program

To: <boardcomments@coveredca.ca.gov>

Cc: Andrade, Jasmine (CoveredCA) <Jasmine.Andrade@covered.ca.gov>

Hi,

My name is Amanda Yang and I worked for Herald Christian Health Center and oversee the Navigator program. I want to provide the following feedbacks to the board members for discussion:

- In the last 3 years (during the COVID Pandemic), our store location remained open to provide assistance to the low income and to those who have language barriers. Each day our team of 7 CECs have consistently helped 60-90 consumers on medical coverage inquiries; many of them might not end up with CoveredCA enrollment because of lost (or lower) income. Last year 2021-2022 was the very first year that we were not able to meet the goal. Even this year 2022-

2023, at this point we are close to the 85 percentile mark only because the majority of the LA County consumers' income level.

- I want the board to consider that as the Navigator, we are not able to meet the goal is not because we did not work hard enough; it is because each day we are serving our consumers to get through this Medi-Cal Redetermination process. We will be lucky once the consumers' disqualify for Medi-Cal and they will know to come back to us for CoveredCA enrollment. They mainly have to do a few follow-up trips for the process of changing from Medi-Cal to CoveredCA coverage. Many times we did all the work and ended up with some other agent receiving the enrollment count.
- With the increase of the minimum wages and the demand of staffing; please consider the continuation of the Navigator program and the increase of the grant for the grant year 2023-2024.

Our team is very dedicated to continue to provide the assistance to get everyone COVERED in medical insurance.

Thanks for your consideration.

Amanda Yang - Client Service Director

Herald Christian Health Center

3401 Aerojet Ave,

El Monte CA 91731

(626) 286-8700 ext. 1221

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[EXTERNAL] California Black Health Network Public Comment for April Board Hearing Regarding the Navigator Grant Program

Sandra Simpson <ssimpson@cablackhealthnetwork.org>

Thu 4/20/2023 12:46 PM

To: BoardComments (CoveredCA) <BoardComments@covered.ca.gov>

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California Black Health Network, as it relates to the Fiscal Year 2023-24 Navigator Grant Program Contract, gives a comment regarding when an RFA returns that we are looking for more culturally tailored collateral for marketing and handouts. Ensuring that the materials in the toolkit are exactly what is needed for outreach to communities of color. The opportunity to collaborate on the front end of the process and provide input would help aid in the development of materials that are in alignment of navigator needs.

When we think about equity, it would be helpful to evaluate and consider the unique needs of each navigator and provide the funding needed to support their efforts, instead of providing everybody the same amount of funding.

Sandra Simpson

Business Operations Manager

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[EXTERNAL] Re: Comment on Navigator Grant for 4/21 Board meeting

Jarrett Nicholson <jnicholson@opendoorhealth.com>

Fri 4/21/2023 2:54 PM

To: BoardComments (CoveredCA) <BoardComments@covered.ca.gov>

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Hello Covered Ca Board members,

My name is Jarrett Nicholson and I am the Manager for the Member Service Department of Open Door Community Health Centers. We currently are taking part in the Navigator Grant and have been a grantee since the first year this grant came into existence. Our organization operates and serves the North Coast region of our state from Humboldt County to Del Norte County. Serving within our remote rural area for over 50 years, we are very aware of the unique challenges our community faces in regard to meeting their health needs and navigating our health systems. Barriers to accessing local health resources have long been a challenge in our community, and many community members get overwhelmed navigating through these challenges.

The Navigator Grant through Covered CA has helped our team bridge to those community members seeking help and has allowed our team to extend their reach into the community by utilizing those funds towards paid media campaigns. Funds also support our outreach efforts and meeting our community members where they are to make it easier for community members to engage with our services. Additionally, these funds have also helped send our team to training opportunities to keep them up to date on the most effective communication and motivational coaching tools that facilitates trust-building with community members we work with. This has contributed to our team being a trusted source of help for all the services we offer, of which insurance navigating is a part of. Lastly being a part of this grant has allowed our organization to collaborate with Cover CA's Outreach and Sales Division team and give valuable insight to their ongoing efforts to increase the insured rate in our area. Being a trusted community resource allows us to gain insight to the unique experiences of living in a rural area and we feel this information is important to know in order to make gains in expanding the insured rate for rural regions.

This funding has and will continue to help us be an effective collaborative partner in this shared work with the Covered CA team.

Thank you for your consideration as you move to vote on continuing these funds.

-Jarrett Nicholson

Jarrett Nicholson | Humboldt Member Services Office Manager

Preferred Pronoun: [He, Him,His] ([What is this?](#))

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